

**Department of Environmental Protection
Montgomery County, Maryland**

DIVISION OF SOLID WASTE SERVICES



**Montgomery County Agricultural Fair (August 14 – August 22, 2009)
30 DSWS staff members and 41 Recycling Volunteers worked at the Division's Recycling Exhibit/Booth for a total of over 605 hours and spoke with 6,175 people about recycling.**

***MONTHLY REPORT
AUGUST 2009***



Printed on Recycled and Recyclable Paper

TABLE OF CONTENTS

<u>OVERVIEW</u>	3
<u>CITIZEN COMMITTEES</u>	4
<u>COLLECTIONS</u>	4
<u>WASTE MINIMIZATION</u>	7
<u>HAZARDOUS WASTE PROGRAMS</u>	7
<u>WASTE REDUCTION</u>	7
<u>AIR PERMITS AND ENVIRONMENTAL PROGRAMS</u>	8
<u>RECYCLING</u>	8
<u>PILOT PROGRAMS</u>	9
<u>FACILITY ACTIVITIES</u>	9
<u>OUT-OF-COUNTY HAUL</u>	12
<u>GENERAL INFORMATION</u>	13
<u>SOLID WASTE FACTS IN A NUTSHELL</u>	14
<u>GLOSSARY OF ACRONYMS</u>	15

OVERVIEW

Tonnage at a Glance

The following table shows key material flows during the current month, fiscal year to date (FY Total), and the current calendar month in the two prior fiscal years. (County Fiscal Year 2010 began July 1, 2009.)

FACILITY	Aug FY10	FY10 Total	Aug FY09	Aug FY08
Materials Recovery Facility ⁽¹⁾	6,021 tons	12,597 tons	6,618 tons	8,140 tons
Brunswick Landfill Facility ⁽²⁾	15,806 tons	32,539 tons	21,264 tons	27,458 tons
Resource Recovery Facility ⁽³⁾	49,872 tons	96,348 tons	51,766 tons	52,241 tons
Yard Trim Compost Facility	3,047 tons	6,322 tons	2,609 tons	2,108 tons

(1) MRF tons reported as outgoing.

(2) Refers to waste sent to the landfill for disposal (ash residue and nonprocessible waste). It does not include rubble and bulk natural wood waste that is recycled.

(3) RRF tonnage refers to tons burned (processed). Waste shipped from the Transfer Station but not burned is in the pit and is not included in the tonnage presented here. These tonnages are preliminary, with adjustments made in the September and December monthly reports.

Revenue Analysis and Systems Evaluation

During August, program staff:

- Researched properties and entered billing changes into the database;
- Continued work on the Equity Enhancement Study for Task Order #25;
- Prepared monthly house counts for collection contractors;
- Processed vacancy refunds payable in August;
- Updated Access™ databases and Excel™ spreadsheets for monthly Refuse and Recycling Collection contractor reports;
- Continued routine research and correction of solid waste fee abnormalities as they emerge in the property tax database;
- Generated Hauler/Collector Credit Account invoices for August 2009 totaling \$1,215,905.77 (a decrease of \$233,496.45 below August 2008);
- Updated the Aging Report (30-day arrearage was \$22,836.44 as of September 10, 2009);
- Reconciled August 2009 tons to monies posted in FAMIS, as well as to the total dollars charged in Paradigm;
- Completed entry of the data from the six-month hauler/collector tonnage report forms for the period January 1 through June 30, 2009;
- Continued to update and verify information in the Division of Solid Waste Services' (DSWS) Fixed Asset Database;
- Assist with ongoing DSWS IT services; and
- Began planning for the FY11 budget process.

CITIZEN COMMITTEES

Dickerson Area Facilities Implementation Group (DAFIG) – DAFIG met on Tuesday, September 8, 2009. Topics discussed included the following: The FY11 and beyond budget, DEP Complaints; Deer management, Recognition of Matthew McMillen and non-air media monitoring. The next meeting will be held on Tuesday, December 8, 2009, at the Gothic Barn in Dickerson.

Solid Waste Advisory Committee (SWAC) – The next regular monthly meeting is scheduled on Saturday, September 12, 2009 at Recycling Center in Derwood.

COLLECTIONS

News:

- Richard Frazier retired on July 31 after 32 years of service. Richard spent the majority of his career in the Collections Section working first in the Call Center and then in the field as a Code Enforcement Inspector.
- On August 25 at 9:23 a.m., Deborah Jones received a scrap metal request from a resident which was the 1,000,000th ticket created by the call center staff since the implementation of the current version of our Oracle database OSCAR in September 1998.

Resident Missed Collection Complaints:

August 2009	65
August 2008	138
Difference	-73

Call Center:

Calls received	6,565
E-mails received	1,315
Voicemails received	175
Bulk trash requests	1,935
Scrap metal requests	2,037
Blue bin requests	1,205
Blue cart requests	354

Public Outreach:

- **Survey Cards:**

The Public Service Workers distributed 1,436 survey cards in August and received 4.4% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	84%	15%	1%	0%	0%
County Staff	81%	19%	0%	0%	0%
Recycling Crews	69%	15%	9%	6%	1%

The Call Center mailed out 200 survey cards in August and received 9.5% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	78%	22%	0%	0%	0%
County Staff	77%	23%	0%	0%	0%
Recycling Crews	67%	33%	0%	0%	0%

- **Website Survey:**

For the month of August, three residents responded to our website survey. The following chart details residents' satisfaction with our recycling programs, county staff, and collection crews:

	Excellent	Good	Average	Fair	Poor
Recycling Programs	100%	0%	0%	0%	0%
County Staff	100%	0%	0%	0%	0%
Recycling Crews	67%	0%	33%	0%	0%

Collection Section Enforcement Actions:

- **Citations:** One citation was issued in the month of August.
 - 48-20(a) collection and/or transportation of solid waste within the county without a valid collector's tag attached to the vehicle. Issued to Campbell's Curbside Disposal at Olney Mill Road and Rolling Acres Drive in Olney.
- **Notices of Violation:** One Notice of Violation was issued in the month of August.
 - 48-20(b) operation of a vehicle in an unsafe physical, mechanical, or sanitary condition. Issued to Titus Trash Service on Ridge Drive in Potomac.

Web Site:

The following is information gathered from the Montgomery County Solid Waste web in August 2009:

Solid Waste Services Website

Unique Visitors	38,380
Page Loads	118,151

Email List Memberships

Topic	Members	New subscribers this month
Holiday Reminder	13,131	49
HHW Announcements	4,141	73
Newsletter Helper	2,116	48
Facility Updates	1,514	57
Electronics Recycling	1,346	66
GoGreen	477	58
Total Subscriptions	22,725	351

Live Chats

Live chats	54
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Most Popular Web Pages

1. How do I...
2. Transfer Station
3. Bulk
4. Recycling Center
5. Holidays
6. Household Hazardous Waste
7. Curbside Recycling
8. Trash Collection Services
9. Scrap metal recycling
10. Recycling collection

WASTE MINIMIZATION

Product Recycled	Approximate weight recycled in August 2009 (tons)
Computers	55 tons
TVs	116 tons
Propane Tanks	4 tons
Textiles	12 tons
Construction Materials (Don't Dump – Donate)	4 tons
Vehicle Batteries	18 tons
Rechargeable Batteries	0 tons

HAZARDOUS WASTE PROGRAMS

Household Hazardous Waste (HHW) Collection – 5,509 patrons dropped off household hazardous wastes, and contractor personnel solidified 60 cubic yards of paint this month.

Small Quantity Generator/ECOWISE Program – There were 16 ECOWISE participants this month.

WASTE REDUCTION

Bicycle Recycling – “Bikes for the World” removed 3 tons of bikes this month for restoration and shipment to countries worldwide.

Paint Reduction – The HHW Free Paint Program gave away 500 gallons of paint to 28 patrons this month. At least 22 cubic yards of paint, 2,750 gallons of paint went to Honduras this month.

NEW ‘GOGREEN’ Website – The *GoGreen* website, (www.montgomerycountymd.gov/GOGREEN) will be a one stop site for a wide range of environmental programs and information for residents and businesses. For August, the site had 400 page views, 251 page unique page views.

Straight Vegetable Oil (SVO) Recycling – The Transfer Station has a vendor that accepts Waste Vegetable Oil (WVO) for the sole purpose of bio-diesel production; two tons of SVO was shipped out for processing into biodiesel in August. <http://www.montgomerycountymd.gov/veggieoil>.

AIR PERMITS AND ENVIRONMENTAL PROGRAMS

Resource Recovery Facility (RRF): CEMS Tracking of RRF Emissions – The CEMS reported excess opacity of the stack gases from Unit 3 for the six-minute period beginning at 2:36 p.m. on August 13; opacity for that six minute period was 13 percent as compared with the permit limit of 10 percent. This was later found to be the result of a malfunction in the automated closure of a bag house damper. Thus, the excess opacity was reported but exempt from regulation. There were no other instances of emissions exceeding permitted limitations during the month of August.

TES Contract (Weather Station) – All of the instrumentation worked normally in August. Data recovery for all parameters was 100 percent for the month. The total rainfall for the month was 2.75 inches.

WASTE REDUCTION AND RECYCLING

Public Education and Outreach – All FY10 task orders were issued and pre-bid conferences were held in August with the Recycling Public Outreach and Education contractors. It is expected that all task order responses will be evaluated by the end of September. The 2009 Montgomery County Agricultural Fair was a success, despite the heat, humidity and heavy rains at the end of the fair. Staff and volunteers provided information and answered questions pertaining to recycling at home, work and school, waste reduction, buying recycled products, grasscycling, composting and more. During the 9-day fair, staff and volunteers spoke with an estimated audience of 6,175 people. Staff made a presentation to the Montgomery Village Rotary Club on August 26 about the county's recycling program. Staff is in the process of registering to participate as an exhibitor at a number of outreach events during the upcoming fall season to continue educating residents and visitors about recycling in the County.

On-Site Composting and Waste Reduction Activities – In August, a total of 390 compost bins were distributed to encourage residents to compost their leaves and grass clippings on-site. Staff conducted three composting workshops/presentations in August with 46 residents participating. Work continues on scheduling additional composting presentations and demonstrations for September.

Recycling Investigations Unit – Since the unit was established, 23,255 site visits and 2,870 formal investigations have been conducted. In August, 41 NOV's were issued to businesses and multi-family properties for infringements against the recycling regulations and Chapter 48. Three (3) citations were issued to businesses for failure to recycle required materials.

Commercial Recycling and Waste Reduction – The SORRT Program conducted 860 on-site visits of businesses in August. Staff resolved four complaints, participated in six events reaching 274 people and responded to 40 requests for information ranging from educational materials to presentations for property managers, tenants, and employees. Staff delivered 470 desk-side recycling containers to help businesses start or improve their

recycling programs. Staff completed on-site field verifications of 981 Calendar Year 2008 Annual Business Recycling and Waste Reduction Reports to ensure accuracy of the submitted information. Data obtained through these reports will help the SORRT program identify properties that need to improve their recycling efforts during the upcoming year. All FY10 task orders for the SORRT program have been issued and proposals are being evaluated.

Multi-Family Recycling and Waste Reduction – The TRRAC Program conducted 287 on-site visits to multi-family properties in August to monitor the status and progress of their recycling programs. Staff participated in 15 multi-family property educational events that reached 851 people. Staff also responded to 69 requests for information, resolved three resident concerns and distributed 19 multi-family recycling bins. Confirmation notices, including individual multi-family property recycling rates, for the Multi-Family Annual Recycling and Waste Reduction Reports covering Calendar Year 2008 were sent to 1,012 multi-family property representatives. Staff began analysis of the annual report data to identify priority properties to work with in the upcoming year to achieve increased recycling achievement. All FY10 task orders for the TRRAC program have been issued and proposals are being evaluated.

Mixed Paper Recycling – Existing educational materials were distributed to residents at several events. Larger quantities of materials were also provided to homeowner associations and civic groups for their use and distribution.

Volunteer Activities – Forty-four volunteers contributed nearly 416 hours of their time to support recycling activities in August. Four volunteer recycling block captains provided almost 11 hours of time disseminating information about recycling, grasscycling and composting to 727 neighbors in Bethesda, Rockville, and Silver Spring; seven volunteers contributed more than 16 hours of time at three outreach events; and two volunteers contributed 25 hours of office assistance. In addition, 41 volunteers contributed almost 364 hours of time participating at the Montgomery County Agricultural Fair speaking with and educating 6,175 people about recycling, composting and more. The Recycling Volunteer Program recruited three new volunteers and four prospective volunteers in August.

PILOT PROGRAMS

Cooperative Collection/Alternative Collection – The SORRT Program continues to monitor the Cooperative Collection Projects in Silver Spring to ensure that the participants are recycling properly. In August, one of the participating restaurants changed ownership and the new owner agreed to remain in the cooperative recycling collection program.

FACILITY ACTIVITIES

Resource Recovery Facility (RRF) – The RRF processed a total of 49,872 tons, or 1,609 tons per day. Trash deliveries averaged 10,556 tons per week. On August 7,

Unit #2 was removed from service for cleaning and remained in standby for the rest of the weekend to conserve fuel for on-peak electric generation.

There were no OSHA recordable incidents this month.

There were no generation emergencies issued by PJM during this month. There was a need to purchase 12.6 MWh of power during the month.

The following environmental activities occurred:

- Submitted the July 2009 Water Supply Monthly Operating Report to MDE.
- Submitted the 3rd quarter Bacteriological Monitoring Report to MDE.
- On August 13 while isolating an air line to make an emergency repair, the baghouse dampers on unit 3 did not close completely. Upon loss of control air, the dampers are suppose to close. As a result unit #3 had a six minute block average opacity of 13 percent, exceeding the permit limit of 10 percent.

Materials Recovery Facility (MRF) – Approximately 1,633 tons of commingled material were shipped out and approximately 4,388 tons of mixed paper were loaded and transferred to the Office Paper Systems, Inc. processing facility in August 2009; painted the building's lobby; painted and installed new floor tile in the office near the administrative area; replaced worn speed bumps on the scale house access road with asphalt speed bumps; selected contractor to repair the tip floor and replace asphalt road surface with concrete near the glass storage bunkers.; and replaced universal joints on the mixed glass shaker table.

Oaks Landfill – On behalf of the Northeast Maryland Waste Disposal Authority (NMWDA) and the Division of Solid Waste Services (DSWS), SCS Engineers, Inc. (SCS) reached Substantial Completion for this project as of July 16, 2009. Power was generated to the PJM grid near the end of June and has continued through August. Installation for the remote metering capability for PJM through the Comcast data line has been initiated. SCS continues to complete Punch List items.

Gude Landfill – On behalf of NMWDA and DSWS, SCS reached Substantial Completion for this project as of July 13, 2009. Power was generated to the PJM grid near the end of June and has continued through August. Installation for the remote metering capability for PJM through the Comcast data line has been initiated. SCS continues to complete Punch List items.

The Yard Trim Processing Facility Project and all related activities have been placed on hold until it can be potentially incorporated into the Gude Landfill Remediation Plan.

The Gude Landfill Remediation project has been initiated (June 2009). Consultant work activities regarding Phase 0 – Aerial Mapping, Field Survey, and Limits of Waste Delineation are on-going. The technical proposal for Phase 1 – Nature and Extent Study is being finalized by the Consultant. DSWS continues to provide information to the Community and MDE regarding on-going and future proposed activities at the Landfill.

Meetings with the Community and DEP/DSWS regarding the Gude Landfill Remediation will continue on a monthly basis.

Solid Waste Transfer Station – Covanta shipped 44,846 tons of processible waste via rail from the Transfer Station to the RRF; 6,920 tons less than shipped in August 2008.

The inbound radiation detectors had 13 alarms – 6 alarms involved a driver or passenger who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation; and 7 alarms by vehicle loads that were identified as containing low levels of medical isotopes with short half-lives in trash.

The Public Unloading Facility radiation detectors had 11 alarms. All alarms involved drivers or passengers who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation.

Transfer Station Enforcement – Under Chapter 48 of the Montgomery County Code, a total of 18 enforcement actions were taken during the reporting period. The enforcement composition breakdown includes: 1 citation, 1 NOV, and 1 verbal warning issued for expired or outdated collectors' tags; 2 citations, 1 NOV, and 1 verbal warning were issued for unlicensed hauler or collector; 3 citations, 2 NOVs, and 1 verbal warning were issued for cardboard mixed with waste for disposal; 1 citation and 4 NOVs issued for operating a collection vehicle without a tight-fitting cover.

Site 2 Landfill Properties – Repairs continue on the barn on the Draper Farm. Doors were fixed. The barn needs to be painted. Design work continues on the Site 2 ponds. A report of charges from DGS (Department of General Services) was received for the month of July. Staff continues to address deer management issues.

Yard Trim Compost Facility – The facility received 3,047 tons of material for composting; this compares with 2,609 tons of material received during the same period last year. No material was diverted to back-up composting facilities. There were 1,220 cubic yards of bulk LeafGro™ shipped this month; compared with 1,533 cubic yards for the same period last year. There were 1,755 cubic yards of Linden Farm Humus sold; this compares with 0 cubic yards for the same period last year.

Bagging Operation – 11,200 bags of LeafGro™ were shipped to distributors. This compares with 10,015 bags shipped during the same period last year. (Each bag is 1.5 cubic feet weighing 45 lbs.)

In August, no 1-cubic foot bags of LeafGro™ were sold. This compares with 25 bags during the same period last year.

In August, 800 bags of Compro™ bags were shipped to distributors. This compares with 2,010 bags during the same period last year.

OUT-OF-COUNTY HAUL

Brunswick County, Virginia – Approximately 13,641 tons of ash residue and 2,165 tons of nonprocessable waste were transported to the County's dedicated disposal cell at the Brunswick Waste Management Facility, Inc., Landfill in Brunswick County, Virginia.

Perry Hall Maryland – Approximately 5,425 tons of asphalt, soil, concrete, and brick and block were sent to the Honeygo Run Recycling site in Perry Hall, Maryland, for construction and demolition recycling in the month of August.

GENERAL INFORMATION

Important Telephone Numbers

General information on solid waste	240-777-6400
Customer Service	240-777-6410
Transfer Station	240-777-6560 (County Office) 301-916-3031 (Covanta) 301-330-2840 (MES)
Materials Recovery Facility	240-777-6591 (County Office) 301-417-1433 (MES)
Resource Recovery Facility	240-777-6494 (County Office) 301-916-3031 (Covanta)
Yard Trim Compost Facility	301-428-8185 (MES)
Internet for DSWS	www.montgomerycountymd.gov/solidwaste www.montgomerycountymd.gov/recycling www.montgomerycountymd.gov/hazardouswaste www.montgomerycountymd.gov/useitagain www.montgomerycountymd.gov/yardtrim www.montgomerycountymd.gov/veggieoil www.montgomerycountymd.gov/GOGREEN

Note: All comments, questions, and suggestions on the contents of this report should be addressed to:

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SOLID WASTE FACTS IN A NUTSHELL

TOPIC OR FACILITY	
Latest Tonnage of Materials Recycled in a Fiscal Year in Montgomery County	553,501 (FY08)
Latest Recycling Rate Reported in Montgomery County	44.3% (FY08)
Recycling Goal	50% by December 2010
Resource Recovery Facility (RRF)	Permitted Capacity = 657,000 tons per calendar year (based on 5,500 BTU/lb waste)
Yard Trim Compost Facility	<p>Under the Sugarloaf Settlement Agreement, operations are limited to the receipt of 77,000 tons per fiscal year.</p> <p>In FY09, 67,928 tons of yard trim were received at the Dickerson Facility.</p>
# Residences receiving trash collection by County contractors	90,831
# Residences receiving collection of recyclables in blue bins and yard trim collection	210,040
Term of out-of-county waste transportation and disposal contract with Brunswick Waste Management Facility, Inc.	June 19, 1997 through June 30, 2012 with an option for a five-year renewal. (Service started October 20, 1997.)

GLOSSARY OF ACRONYMS

BTU	British Thermal Unit
CEMS	Continuous Emissions Monitoring System
DAFIG	Dickerson Area Facilities Implementation Group
DEP	Department of Environmental Protection
DSWS	Division of Solid Waste Services
DGS	Department of General Services
EPA	United States Environmental Protection Agency
FY	Fiscal Year
HHW	Household Hazardous Waste
MCPS	Montgomery County Public Schools
MDE	Maryland Department of Environment
MES	Maryland Environmental Services
M-NCPPC	Maryland-National Capital Park and Planning Commission
MRF	Materials Recovery Facility
MSW	Municipal Solid Waste
NMWDA	Northeast Maryland Waste Disposal Authority
NOV	Notice of Violation
OMB	Office of Management and Budget
OSHA	Occupational Safety & Health Administration
PJM	Pennsylvania-New-Jersey-Maryland
RRF	Resource Recovery Facility
SCFM	Standard cubic feet per minute
SCS	SCS Engineers, Inc.
SORRT	Smart Organizations Reduce and Recycle Tons
SWAC	Solid Waste Advisory Committee
SVO	Straight Vegetable Oil
TRRAC	Think Reduce and Recycle at Apartments and Condominiums
WVO	Waste Vegetable Oil